

# Los Angeles 2018

## Jan 22: Speak to be Heard: Influencing Others to Take Action

Stacey Hanke will help you eliminate the static that plagues communicative delivery - to persuade, sell your ideas, motivate and influence others to act on what you have to say. She will explain the positive actions you can take to increase your impact and value to your peers, clients and teams. This highly interactive session will show you how to immediately implement the influence skills and techniques you learn to your day-to-day conversations. (NOTE: Participants should bring a smartphone or iPad with them to the session.)

Stacey Hanke is co-author of the book *Yes You Can! Everything You Need From A To Z To Influence Others To Take Action*. Her second book, *Influence Redefined*, will be released in early 2017. Stacey is founder of Stacey Hanke Inc. She has trained over 15,000 people to rid themselves of bad body language habits and choose words wisely.

## Feb 27: Next Level Leadership: Six Key Skills for Success

This practical and engaging session will teach participants techniques that allow them to see around corners, anticipate the next big things, and make wise decisions that hold up in situations of uncertainty and volatility. Participants will sharpen skills in forecasting, learn how to pick key issues and early signals from a flood of information, reduce uncertainty to manageable levels, think in the future tense, and multiply intelligence through structured collaboration. Participants will build their own executive scanning system, learn the best questions to ask in uncertainty, and practice making wise decisions with incomplete information. The key skills participants learn in this session, added to operational expertise, will enhance their influence and value to the organization and their colleagues.

Mr. Bob Treadway is a globally-praised advisor on forecasting, strategy, and leadership development who believes that foresight and anticipation strongly enhance a leader's effectiveness and value. He has served as top-rated leadership faculty for industry programs in financial services, agriculture, food, information security, and government. Eight US and Canadian universities and colleges have invited him to serve as guest lecturer and adjunct faculty. Clients like Berkshire Hathaway, Motorola, Hilton, the Federal Reserve, Gillette, ExxonMobil, American Express, Syngenta, US Gypsum, and the National League of Cities retain Mr. Treadway to help them develop long-ranged thinking.

## Mar 20: Tools and Techniques for the Five Most Common Coaching Situations

The two areas in which coaching has the most dramatic impact at work are: (1) coaching to engage and develop the high potential people on your team (2) coaching to influence your boss to increase your personal credibility and effectiveness. In this session participants will learn how to connect developmental experiences to needs and position twelve challenges required to develop and engage the high potentials for current and future success. We'll also examine coaching from a perspective of influencing or "coaching up" in the organization.

Bill Hawkins is an expert in leadership effectiveness and organizational change. In association with the Alliance 4 Strategic Leadership: Coaching and Consulting, he has conducted leadership training in over twenty FORTUNE 500 companies in seventeen countries. Listed in *Who's Who in International Business*, he is a contributing author in the Peter Drucker Foundation book, *"The Organization of the Future."* He is also listed in *Who's Who in International Business*.

## Apr 24: Power and Influence: Maximizing Your Impact

As much as we might like to deny it, power and politics are a reality in organizational life. Those wishing to implement new ideas, advance professionally, or help those around them to do their best work must attend to power and influence dynamics in order to succeed. The purpose of this session is to boost your performance in the area of power and influence by increasing your ability to recognize organizational politics and by helping you to identify strategies for maximizing your impact at all levels of the hierarchy. You will learn how to spot - and deal effectively with - the power dynamics you encounter throughout your organization as well as thoughtfully consider the particular approaches to power that are the strongest fit for you. This interactive session will serve as a "power tune-up" with an overview of the various bases of power and types of influence leaders have at their disposal for establishing productive cultures, motivating employees, and more effectively accomplishing organizational goals.

DR. NATHANAEL FAST is a sought-after professor at USC's Marshall School of Business in Los Angeles, California. He earned his Ph.D. in Organizational Behavior at Stanford University's Graduate School of Business. He studies and teaches about the determinants and consequences of power and status in groups and organizations. He also examines the psychological processes that lead people, ideas, and practices to become and remain prominent. His research findings have been published in top-tier academic journals and popular accounts of his work have appeared widely in media outlets such as *The Economist*, NPR, *Wall Street Journal*, *Harvard Business Review*, *Forbes*, and *New York Times*. Dr. Fast teaches in the full-time MBA program at USC Marshall and also teaches executives and speaks regularly at conferences and in Fortune 500 companies. He has received numerous awards for his teaching and research, including USC Marshall's Golden Apple teaching award. In 2014 he was selected by *Poets & Quants* as one of The World's 40 Best B-School Profs Under the Age of 40.

## May 22: High-Impact Inspirational Leadership

Effective leaders possess a broad set of leadership skills and competencies - the science of leadership - and they know when, where, and under what conditions to use each - the art of leadership. Dr. Hannah will combine cutting-edge research with lessons-learned from his three decades of personal leadership experience, spanning from a front line to a strategic leader, to advance attendees' capabilities and development as inspirational leaders. This seminar will cover various forms of leader style, power and influence, and focus on the more effective forms of transformational, inspirational, and authentic leadership behaviors.

Professor Hannah holds an endowed chair in management at Wake Forest University School of Business. He is a retired US Army Colonel with vast practical experience leading complex organizations and developing leaders. He previously was the Director of Leadership and Management Programs at West Point The United States Military Academy, and as the Director of the US Armys center for the profession and character-based leader development.

## Jun 12: Courageous Coaching: How Leaders Turn Difficult Conversations into Breakthroughs

Leaders routinely face the challenge of helping employees see things differently. Helping others see their blind spots, gaps in logic, and barriers to change means you have to challenge how they think. You cant tell them to think differently and expect results. Rather, you have to listen in a specific way to know what questions to ask in order to break through their mental frames. If done properly, there is a moment in the conversation that changes everything. This powerful session will help leaders create breakthrough moments in their performance and development conversations, opening the minds of the people they work with.

Dr. Marcia Reynolds works with clients around the world who seek to develop effective leaders. She understands organizational cultures, what blocks communication and innovation, and what is needed to bring people together for better results. Her newest book, *The Discomfort Zone: How Leaders Turn Difficult Conversations into Breakthroughs*, hit #2 on the hot new releases on Amazon two months before it was released.

## Jul 24: Becoming the Leader that Others Want to Follow: Essential Skills for Building Engagement, Teamwork, and Results

Leaders are challenged to not only recruit and select top talent but also to retain their best in an environment of uncertainty and change. As 'A players' search for the best companies - and continually hone their resumes - a key strategy to retain them is to fully engage them. This session will share the state of engagement in today's workplaces including how each generation views work and their place in it. Strategies and techniques will include enhancing your leadership acumen, building effective and trusting teams, engaging all generations of employees by understanding their needs and maintaining your personal resilience to be the very best leader that you can be.

Dr. Jan Ferri-Reed is a seasoned consultant and President of KEYGroup, a 28-year Pittsburgh-based speaking, education and assessment firm. She has presented a variety of programs to thousands of managers and employees in a diverse range of organizations across the globe. She provides guidance, wisdom and wit to leaders who want to create productive and profitable workplaces.

## Aug 14: One Day MBA: The Tools you need to reach the next level

All managers need a broad perspective to effectively deal with the complex challenges they face daily. To develop this skill, this one-day seminar presents many of the tools and techniques found in MBA programs today. Specifically, participants will examine how basic business processes drive financial results, learn how effective risk management can improve business planning and decision making, and explore how financial and non-financial measures can best be used to evaluate operating results.

Dr. Barsky is currently a professor at the Villanova University School of Business. He has also taught as a visiting professor in the Executive MBA program at Washington University in St. Louis and the INSEAD MBA program in Europe. He has been a faculty member with the Institute for Management Studies since 2001. His research and teaching focus on performance measurement, business planning, risk assessment, and contemporary financial reporting issues. Dr. Barsky develops and delivers executive education programs for various Fortune 100 companies, global professional services firms, and industry associations in North America and Europe. In addition to professional experience in the fields of accounting and finance as an analyst, auditor, and business consultant, Dr. Barsky has also served on business advisory boards and as the Treasurer for a retailing cooperative. He has authored five books and published over seventy articles in various academic and professional journals, including *Strategic Finance*, *The Economist*, *Best Practices in Executive Decision Making*, *Commercial Lending Review*, *Corporate Finance Review*, and *Advances in Business Education and Training*.

## Sep 12: Managing & Leading: Strategies to Help You Excel at Both

This session will explore the essential strategies and techniques required to powerfully lead and manage simultaneously from the same role. Being a manager is one of the most arduous and yet most valuable roles in any organization. The challenge lies in dealing with the expectations of those above and below you while also contributing to people's success around you. When you master this, you will discover how to impact any organization from the middle. You will leave this class with the skills needed to powerfully evolve into a successful Manager.

Ms. Ann Tardy, a former Silicon Valley corporate attorney and a current leadership expert, speaker, and author, Ann has been studying how people impact organizations from the middle for over 25 years. As the author of four books, Ann serves as the Founder and CEO of LifeMoxie Mentoring & Leadership and the Founder and Director of The Mentoring Council. She has cycled from San Francisco to New Jersey and down each coast in a quest to discover what people love about their jobs. Her documentary *Work Matters* captured the interviews she conducted on the bike.

## Oct 10: Influence to Impact: Leveraging Interpersonal Power for Women Leaders

Influence is a crucial competency that enables leaders to succeed in the global marketplace. This program is a highly interactive, leadership development workshop for women. In this course women come to understand the three levels of power involved in influencing, they discover their I2I (Influence to Impact) influence profile, they are taught the power of language and the role gender plays in organizational influence, they are taught to use dialogue as an influence tool, and are taught the secrets of leveraging the hidden power of the organization.

Dr. Jeanne Porter King is a seasoned organizational development consultant, author and inspirational speaker that has been called to lead and make a difference in the lives of others. She has worked in a number of development roles in Fortune 100 companies, which includes working as Senior Consultant in the Diversity Practice of Price Waterhouse.

## Nov 14: Championing Your Ideas at Work: Becoming Your Own Best Advocate

Successful advocates know how important it is to clearly communicate their ideas, how their reputations shape how people respond to their ideas, how they need to build partnerships and alliances with others in getting ideas adopted, how they must "pre-sell" any idea long before formal meetings, and how to be persuasive and influential in meetings. We will discuss new research on each of those topics - research that offers you interesting and surprising ways to champion innovations in your organization.

Dr. John Daly is the Liddell Professor in the College of Communication, Distinguished Teaching Professor, and TCB Professor of Management at the University of Texas at Austin. He teaches graduate and undergraduate courses on topics such as interpersonal communication, organizational behavior, and advocacy and persuasion. He has won every major undergraduate teaching award at the University of Texas. He has published more than one hundred scholarly articles, and completed nine books, including, most recently, *Advocacy: Championing Ideas and Influencing Others* (Yale) as well as *The SAGE Handbook of Interpersonal Communication*. He has served as President of the National Communication Association and on the Board of Directors of the International Communication Association and the International Customer Service Association. His work has appeared in major popular outlets like the *Washington Post*, *Wall Street Journal*, *New York Times*. He has worked with Goldman Sachs, Morgan Stanley, Marriott, American Airlines, Roche, Amgen, Pfizer, Astra-Zeneca, State Farm, Kraft, ExxonMobil, Shell, Texas Instruments, UPS, FedEx-Kinkos, 3M, Dell, IBM, AT&T, USAA, Prudential, and Samsung, among many others.

## Dec 06: Critical Thinking: Managing Uncertainty and Anticipating the Unexpected

The higher you are in the organization, the more complex problems become. This fast-paced class focuses on developing advanced skills in critical thinking and breakthrough problem-solving. Discover how to increase the quality of your decisions, and those of your team, with particular emphasis on the importance of critical thinking skills to mitigate the effect of our own cognitive biases, as well as an emphasis on making decisions with little or ambiguous information and deep uncertainty. This seminar will help you leverage your team's immense untapped wisdom to get better results. If you are responsible for improving productivity, strategy, quality, or safety you can't afford to miss this class!

Kathy Pearson, Ph.D. is Founder and President of Enterprise Learning Solutions, a firm focused on executive development and learning across industries. An award-winning educator, Kathy is heavily involved in Executive Education at The Wharton School and Duke CE. In addition to her executive development work, Kathy consults to senior leadership teams in the areas of strategic formulation, complex decision making under uncertainty, and strategic execution.

Kathy received her B.S. degree in theoretical mathematics from Auburn University, her M.S. degree in Decision Sciences from Georgia State University, and her Ph.D. in industrial engineering from Northwestern University.

## Jan 29: Straight Talk: Using Candor and Constructive Confrontation to get Better Results

This practical seminar develops skills for planning, leading, and following up on Candor Conversations about expectations and agreements. We tackle both the smoother, preventive discussions around clear upfront Agreements, as well as the most stressful of work discussions - Constructive Confrontations. We'll provide antidotes for someone repeatedly breaking an agreement - instead of giving up, blowing up at the person, or burying the issue.

Dr. Rick Brandon has over 30 years of performance improvement experience, and has educated over 100,000 people in workshops and speeches. He delivers keynote speeches at corporate events, educates thousands annually in workshops and appears in various industrial and educational videos.

## Feb 20: Powerful Communication: Craft and Deliver your Message with Authority and Authenticity

Effective communication can impress people but powerful communication can move people to action. This course identifies the elements of powerful communication and teaches the participants how to harness and utilize their own individual skills to become a communicator that persuades, inspires, and transforms. The course will be highly interactive with group exercises, skills assessment, demonstrations, critiquing and opportunity for on-site application.

Dr. Debbye Turner Bell is a veterinarian, journalist, minister, motivational speaker, wife, and mother. For three years, she served as the lead U.S. news anchor for Arise News, a global cable news network. She hosted a daily evening news broadcast called Arise America. Currently, she can be seen as an expert contributor to the show DOGS 101 on Animal Planet. For 11 years, Turner Bell enjoyed her role in broadcast journalism as a staff correspondent for CBS News starting in 2001. She covered a variety of subjects, and was from time to time called upon to cover breaking and developing news.

### Mar 13: Critical Thinking: A Key Element Necessary to Reach the Best Decisions

High quality decisions have always been essential for strong business performance. Yet with the increasing speed, complexity and data availability in today's competitive environment, superior decision skills are more important than ever. This workshop will help you improve your decision-making skills by offering behavioral insights into how people actually think and make decisions. It then teaches the advanced critical thinking skills and creative strategies needed to manage unfamiliar, highly complex problems or decisions that involve significant uncertainty.

Dr. John Austin is an award-winning teacher and facilitator with experience working with executives and practicing managers on six continents. He also teaches executives at The Wharton School's Aresty Institute of Executive Education, Georgetown University, and Duke Corporate Education. His work has been mentioned in a number of media outlets including CNN, The Wall Street Journal and Barron's. He is the author of *Unquestioned Brilliance: Navigating a Fundamental Leadership Trap*

### Apr 16: Dealing with Difficult People: Bringing Out the Best in Others

Dr. Brinkman says, "Communication is like a phone number, you need all the correct digits and in the right order." Dr. Rick will share his proven strategies to handle: Whining, Negativity, Attacks, Tantrums, Snipers, Know-it-Alls, Think-They-Know-it-Alls, as well as Yes, Maybe and Nothing people. The examples and practical skills in this seminar will immediately transform behaviors that used to strain all relationships, both business and personal! It will even include special contexts like email communications, phone and meetings.

Dr. Rick Brinkman is the developer of Conscious Communication seminars and the principal of Rick Brinkman Productions, Inc. He has performed over 4000 programs in 18 countries. In addition, he is co-author of numerous books including the international bestseller, *Dealing With People You Can't Stand, How to Bring Out the Best in People at Their Worst*, which has been translated into 25 languages. His clients have included Pepsico, LucasFilm, IBM, the VA, the Astronaut Corps, the FBI and Sony Pictures.

### May 16: Getting Results: The Absolutes to High Performance

This dynamic, interactive and hands-on learning experience will: provide specific tools to help leaders better understand the causes of managerial failure; equip managers to better focus their people and themselves on desired outcomes; help leaders effectively equip their people to perform at higher levels; demonstrate the importance of creating a working environment that fosters better results; encouraging managers to maximize people power and will make a strong case for developing both people and processes in your quest for better results.

Dr. Clinton Longenecker is an award-winning business educator, researcher, author, motivational speaker, and executive coach who was recently recognized by *The Economist* as one of the top 15 business professors in the world. A thought leader in rapid performance improvement, Dr. Longenecker has published over 180 journal articles in America's top academic and professional journals. He is also the author of two best-selling books, including *Getting Results: Five Absolutes for High Performance* and *The Two-Minute Drill: Lessons for Rapid Organizational Improvement from America's Greatest Game*. Dr. Longenecker has helped transform the talents of thousands of business leaders in some of America's best companies from coast-to-coast.

### Jun 12: Executive Presence: Convey Confidence and Command Respect as a Leader

Executive presence means conveying confidence as a business leader, commanding respect, and having a professional magnetism that influences others. Executive presence trades passivity and self-doubt for self-assurance, decisiveness, and bold decision making. With this program, leaders will gain the tools to develop their executive presence and become the elite performers who influence outcomes, contribute to major decisions, and drive change for the betterment of the company. They will create a consistent view of themselves as a compelling force inside an organization. They will learn how to utilize executive presence to shape and positively affect the outcome of situations.

Joel Garfinkle is recognized as one of the top 50 executive coaches in the U.S., having worked with many of the world's leading companies. His clientele comprises a distinguished and diverse international client base, including Oracle, Google, Amazon, Deloitte, Ritz-Carlton, Bank of America, Starbucks, and many others.

### Jul 18: How Managers Use Analytics to Drive Excellence

In this highly interactive workshop you will learn to hone your skills at identifying valid performance metrics linked to financial success for a wide variety of factors that are hard to quantify, such as corporate culture, intellectual capital, customer satisfaction, and marketing/sales. Using a series of case studies from service and manufacturing organizations, attendees will be able to critically evaluate their own organization's metrics and approach to performance management and come away with many examples of creative measures and approaches used by today's leading companies and non-profits.

Mark Graham Brown has spent the last 25 years consulting with organizations to help them improve performance. He is author of two best-selling books on balanced scorecards and planning: *"Keeping Score - How to Design and Implement Organizational Scorecards"* and *"Winning Score: How to Design Organizational Scorecards."* He is also coauthor of *"Rx for Business: Troubleshooting Organizational Change Programs"* and *"Why TQM Fails and What to do About It."*

### Aug 22: Leveraging Optimism to Make Change Work

In the good and the tough times, the best leaders leverage optimism to make strategic change for yourself and your team. Optimists are realists who are the first to admit there are problems and the first to do something about them. As a leader, you'll learn how to reframe challenges as opportunities and to turn downturns into strategic progress. You'll learn how to turn your anxiety and worries into attitudes and actions that produce results.

Dr. Terry Paulson is a psychologist and author of the popular books *"50 Tips for Speaking Like a Pro"*, *"Paulson on Change"*, and *"They Shoot Managers, Don't They?"* Since founding Paulson & Associates in 1974, Dr. Paulson has conducted management programs for 3M, Hughes Aircraft, IBM, Merck, Nissan Canada, and hundreds of other organizations.

## Sep 17: Leading from the Middle: A Practical Approach to Achieving Extraordinary Results

In this seminar you will learn why change is so difficult and be introduced to a new, commitment-based approach to leading change that is designed for leaders who are not at the apex of an organization. By successfully leading change you will build capabilities that are extraordinary because competitors are likely to fail in their attempts to duplicate your success.

Dr. Jackson Nickerson is the Frahm Family Professor of Organization and Strategy at Washington University in St. Louis Olin Business School. He also is the Associate Dean and Director of Brookings Executive Education and a Senior Non-resident Scholar in Governance Studies at the Brookings Institution. A prior systems engineer at NASA's Jet Propulsion Laboratory with a BSME from Worcester Polytechnic Institute and an MSME from U.C. Berkeley, Jackson combines his engineering systems knowledge with an MBA and Ph.D. in Business Strategy both from U.C. Berkeley's Haas School of Business. Jackson has published numerous papers in leading academic journals and is the author or editor of four books. His latest book is entitled *Leading Change from the Middle: A Practical Guide to Building Extraordinary Capabilities* (Brookings, 2014). He consults with business, government, and nonprofits on problem diagnosis, strategy, and leading change. In addition to serving on corporate boards, Jackson is a co-founder and business director of NFORMD.NET, a new media company that provides sexual assault prevention programs to universities and the U.S. Army.

## Oct 17: Moving from Operational Management to Strategic Leadership

This seminar provides a practical framework for thinking and leading strategically in the new market landscape. Through expert content, carefully curated case examples, captivating leadership portraits, insightful strategic dialogue, and impactful development tools, Dr. Kuhn will lead participants through an engaging exploration of the fundamental shifts in mindset, language, and lens needed to break the shackles of short-termism and incrementalism and cross the chasm from operational management to strategic leadership.

Dr. Jeffrey Kuhn is a distinguished thinker, author, strategy advisor, and speaker with expertise uniquely positioned at the intersection of strategy, innovation, growth, and organizational renewal. His work centers on helping senior leaders elevate their thinking during times of transformation and capitalize on emerging growth opportunities. He is the founder of KuhnStrategic, a New York-based strategy and executive development consultancy that works with business leaders worldwide to build the organizational mindset and muscle to unlock new market growth. He holds a doctorate from Columbia University, and has served as an adjunct professor at Columbia Business School, and Teachers College, Columbia University. He is a founding member of the London-based Strategic Management Forum, and is a Fellow at the Royal Society of Arts. He is the author of *Beyond the Mirage: Thinking and Leading Strategically in the New Market Landscape* (in press, LID Publishing, 2017).

## Nov 13: Leadership Presence: Sending All the Right Signals

Leadership presence, frequently called the "wow factor", is a blending of personal and interpersonal skills that when combined, send all the right signals. Backed by neuroscience and based on research from Harvard, Stanford, UCLA, MIT Media Lab, and Columbia School of Business, this interactive session gives participants tools and strategies they can put into action immediately.

Carol Kinsey Goman, Ph.D., is an international keynote speaker and leadership presence coach. Carol has been cited as an authority in media such as *Industry Week*, *Investors Business Daily*, CNN's *Business Unusual*, PBS *Marketplace*, *MarketWatch* radio, and the *NBC Nightly News*. She is a leadership blogger for *Forbes* and the author of twelve business books, including *"The Silent Language of Leaders: How Body Language Can Help - or Hurt - How You Lead."* Carol has published over 300 articles in the fields of organizational change, leadership, innovation, communication, collaboration, employee engagement, and body language in the workplace. She can be reached by email: [Carol@CarolKinseyGoman.com](mailto:Carol@CarolKinseyGoman.com), phone: 510-526-1727, or through her website: [www.CarolKinseyGoman.com](http://www.CarolKinseyGoman.com).

## Dec 05: Communication Secrets For A Distracted World: How To Get Heard, Get Remembered, and Get Results

Sharpen your leadership communication and boost your career with 3 strategies: 1) focus, 2) variety, 3) executive presence. With focus, you'll make your messages stick, using the methodology Paul uses with leadership teams & individual executives. Variety means to be slightly different. With variety, you'll make routine info. come alive, and you'll engage others with smart questions. Presence matters because part of the message is you. Strengthen your presence with 10 actions. Learn how to get heard, get remembered & get results every time you speak.

Mr. Paul Hellman has worked with leading organizations in the U.S. and abroad, including Aetna, BIC, Biogen, Boeing, MFS Investment Management, NASA, Sanofi, State Street, United Technologies. His columns have appeared in the *New York Times*, *Wall Street Journal*, *Washington Post*, *Boston Globe*, *San Francisco Chronicle*, and regularly on the back page of (the former) *Management Review* where he was a contributing editor for 10 years. *CNBC.com* has run over 100 of his fast tips. He is the author of *You've Got 8 Seconds: Communication Secrets for a Distracted World, Naked at Work, and Ready, Aim, You're Hired*. Mr. Hellman has appeared multiple times as a commentator on CNN's "Business Unusual" and on Public Radio's "Marketplace." He has led workshops at MIT's Sloan School during their innovation week, and taught management courses at Northeastern University and Bentley College. Mr. Hellman received an MBA from MIT's Sloan School of Management, as well as undergraduate and graduate degrees in psychology. He graduated Phi Beta Kappa from Clark University.

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